

**Support Service:** Corporate Finance Division

Report Date: 7 July 2006

All feedback on the KPIs contained within this report will be warmly welcomed. Please forward this feedback to Nicole Tournier, SLA Coordinator, Corporate Finance Division and to the Quality Adviser (SLAs), Centre for Higher Education Quality.

Service: Provide Internal Accounting and Financial Resource Management Services					
<b>Service description:</b> Provide, maintain and enhance the financial accounting infrastructure, related policies and procedures for the efficient processing and reporting of finances. Specific components include financial accounting, corporate receivables, asset management, grant & donation management, accounting and taxation compliance. This service also includes systems support/development, advisory and communications services, technical accounting and taxation advice to senior management of the University.					
KPI	Result	Date reported/ date to be reported	Period covered by statistics	Frequency to be reported	Measured by
90% of users report that they are satisfied overall or better with the services provided.	88% of survey respondents reported that they were satisfied or better with the services provided by Corporate Finance.	July 2005	April 2004 – April 2005	Annually	Customer satisfaction survey to key faculty staff identified by use, conducted annually
General Ledger for previous month closed in SAP by COB on the fourth working day of the next month.  Note: The months of December and June are excluded due to Financial year-end and mid year close –off requirements.	April GL closed 5 May. 5 working days.  May GL closed 7 June. 5 working days.  June GL closed 6 July. 4 working days.	July 2006	April - June 2006	Quarterly	Recording of time and date the General Ledger is closed in SAP each month.

Service: Process supplier invoices and claim forms					
<b>Service description:</b> Process relevant supplier invoices and claim forms in a timely manner in accordance with University policy and procedures					
<b>KPI</b>	<b>Result</b>	<b>Date reported/ date to be reported</b>	<b>Period covered by statistics</b>	<b>Frequency to be reported</b>	<b>Measured by</b>
95% of claim forms processed within 10 working days of receipt of claim and all required supporting documentation.	98.3% (5,380 claims) processed within 10 working days.  Total of 2,473 claim forms processed during this quarter.	July 2006	April - May 2006	Quarterly	System generated report measuring process date against receipt date.
95% of MasterCard applications processed and forwarded to Westpac within 5 working days of receipt	88% of completed Mastercard applications processed and forwarded to Westpac within 5 working days.	July 2006	April - May 2006	Quarterly	Physical sampling of application documentation comparing receipt stamp dates with the date forwarded to Westpac

Service: Provide financing and investing services					
<b>Service description:</b> Investment of funds for Faculty Foundations in accordance with the requirements of the governing Boards and trust deeds, manage authorised special interest funds on behalf of Faculties/Departments, obtain loans and manage them through competitive processes for items that satisfy capital project/budget requirements and foreign exchange management.					
<b>KPI</b>	<b>Result</b>	<b>Date reported/ date to be reported</b>	<b>Period covered by statistics</b>	<b>Frequency to be reported</b>	<b>Measured by</b>
100% of investment reports (for investments held in excess of \$250,000) are provided to the Faculties on a quarterly basis.	All investment reports distributed week commencing 3 May for quarter ending 31 March.	July 2006	January – March 2006	Quarterly	Reports provided to the Faculties within 6 weeks after the end of each quarter.